



***General Services Administration
Office of Citizen Services and Communications
Multi-channel Contact Center Services***

***Request for Proposal TQD-RC-03-0001
December 29, 2003***

This is an unrestricted procurement and award(s) will be based on full and open competition. The date and time for receipt of proposals is 3:00 p.m., Eastern Standard Time on February 20, 2004, as shown in block 9 of the following Standard Form 33. Proposals shall be prepared in accordance with Section L.7.2 and L.7.3, and submitted in accordance with Section L.7.1 of this Request for Proposal. Any proposal received after the date and time set for their receipt will be processed in accordance with Alternate 1 of Federal Acquisition Regulation (FAR) clause 52.215-01 entitled, "Instructions to Offerors – Competitive Acquisition", dated May 2001.

Questions concerning this Request for Proposal can be sent to the Procuring Contracting Officer at the following address:

Mr. Robert H. Corey
General Services Administration
Federal Technology Service (FTS/TQC)
10300 Eaton Place (Room 509)
Fairfax, VA 22030

Questions can also be e-mailed as follows: bob.corey@gsa.gov or faxed to the following number: (703) 306-6806. To ensure a response that will be useful in the preparation of your proposal, questions must be received by the close of business on January 12, 2004.

552.219-71 NOTICE TO OFFERORS OF SUBCONTRACTING PLAN REQUIREMENTS (SEP 1999)

The General Services Administration (GSA) is committed to assuring that maximum practicable opportunity is provided to small, HUBZone small, small disadvantaged, and women-owned small business concerns to participate in performance of this contract consistent with its efficient performance. GSA expects any subcontracting plan submitted pursuant to FAR 52.219-9, Small Business Subcontracting Plan, to reflect this commitment. Consequently, an offeror, other than a small business concern, before being awarded a contract exceeding \$500,000 (\$1,000,000 for construction) must demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUBZone small, small disadvantaged, and women-owned small business concerns as subcontractors in the performance of this contract.

SOLICITATION, OFFER AND AWARD			1. THIS CONTRACT IS A RATED ORDER UNDER DPAS 15 CFR 350		RATING D	PAGE OF 1 1 PAGES	
2. CONTRACT NO.		3. SOLICITATION NO. TQD-RC-03-0001		4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED(RFP)		5. DATE ISSUED 12/29/2003	
						6. REQUISITION/PURCHASE NO. Not Applicable	
7. ISSUED BY CODE General Services Administration Federal Technology Center (FTS/TQD) 10300 Eaton Place, Room 509 Fairfax, VA 22030				8. ADDRESS OFFER TO (If other than Item 7) Same as Block 7			
Note In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".							
SOLICITATION							
9. Sealed offers in original and <u>7</u> copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried, in the depository location in _____ until <u>4:00 p.m., Eastern Standard Time, February 20, 2004</u> . (Hour) (Date)							
CAUTION - LATE Submissions, Modifications, and Withdrawals See Section L, Provision No. 52.214-7 or 52.215-01. All offers are subject to all terms and conditions contained in this solicitation.							
10. FOR INFORMATION CALL:		A. NAME Robert H. Corey			B. TELEPHONE NO. (Include area code) (NO COLLECT CALLS) (703) 306-6442		
11. TABLE OF CONTENTS							
(X)	SEC.	DESCRIPTION	PAGE(S)	(X)	SEC.	DESCRIPTION	PAGE(S)
PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES			
X	A	SOLICITATION/CONTRACT FORM	1	X	I	CONTRACT CLAUSES	12
X	B	SUPPLIES OR SERVICE AND PRICES/COSTS	14	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.			
X	C	DESCRIPTION/SPECS./WORK STATEMEN	68	X	J	LIST OF ATTACHMENTS	35
X	D	PACKAGING AND MARKING	1	PART IV - REPRESENTATIONS AND INSTRUCTIONS			
X	E	INSPECTION AND ACCEPTANCE	2	X	K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS	9
X	F	DELIVERIES OR PERFORMANCE	2	X	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	16
X	G	CONTRACT ADMINISTRATION DATA	9	X	M	EVALUATION FACTORS FOR AWARD	5
X	H	SPECIAL CONTRACT REQUIREMENTS	11				
OFFER (Must be fully completed by offeror)							
NOTE: Item 12 does not apply if the solicitation includes the provision at 52.214-16, Minimum Bid Acceptance Period.							
12. In compliance with the above, the undersigned agrees, if this offer is accepted within _____ calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the tie specified in the schedule.							
13. DISCOUNT FOR PROMPT PAYMENT (See Section I, Clause No. 52.232-8)		10 CALENDAR DAYS D %		20 CALENDAR DAYS %		30 CALENDAR DAYS %	
14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated)		AMENDMENT NO.		DATE		AMENDMENT NO.	
15A. NAME AND ADDRESS OF OFFEROR		CODE		FACILITY		16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)	
15B. TELEPHONE NO. (Include area code)		15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE <input type="checkbox"/>		17. SIGNATURE		18. OFFER DATE	
AWARD (To be completed by Government)							
19. ACCEPTED AS TO ITEMS NUMBERED		20. AMOUNT		21. ACCOUNTING AND APPROPRIATION			
22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(c)() <input type="checkbox"/> 41 U.S.C. 253(c)()				23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)		ITEM D	
24. ADMINISTERED BY (If other than Item 7) CODE				25. PAYMENT WILL BE MADE BY CODE			
26. NAME OF CONTRACTING OFFICER (Type or print)				27. UNITED STATES OF AMERICA (Signature of Contracting Officer)		28. AWARD DATE	
IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.							
Standard Form 33 (Rev 9-97)							